

- Q1 **Question: RFP vs. RFSQ** 03/23/2023
Please explain how this RFP differs from the RFSQ that CalMHSA released on 09:47 AM
November 7, 2022 for Credentialing and Re-Credentialing Services for PDT
California County Mental Health Plans and Drug Medi-Cal Plans.
- Answer: CalMHSA opted to issue an RFP to allow for a more robust question set and application response than was possible under the RFSQ.**
- Q2 **Question: Purpose of RFP** 03/23/2023
Why has this RFP been released at this time? 09:48 AM
PDT
- Answer: CalMHSA’s member counties have requested that CalMHSA seek a centralized solution to the Credentialing/Re-Credentialing requirement that County Behavioral Health Plans can opt into if they choose.**
- Q3 **Question: Incumbent Contractor** 03/23/2023
Is a current Contractor performing these services? If so, please provide 09:48 AM
information on how to access the current Contractor’s contract. PDT
- Answer: CalMHSA is currently not contracting with any Credentialing Verification Organization (CVO) or other provider for this service.**
- Q4 **Question: Current Staffing** 03/23/2023
If there is a current Contractor, how many staff are currently providing 09:49 AM
services? PDT
- Answer: CalMHSA is currently not contracting with any CVO or other provider for this service.**
- Q5 **Question: Types of Providers** 03/23/2023
Please provide an estimated number of providers (the table provided on 09:50 AM
page 7 indicates that it is a hypothetical scenario). Would CalMHSA please PDT
provide a breakdown by provider type.
- Answer: Breakdowns by provider type are not available since this will be contingent upon how many and which counties opt into this service. The hypothetical scenario reflects a small/medium-sized California county.**

Q6 **Question: Start Date** 03/23/2023
Please provide estimated dates for contract award, implementation start, and go-live. 09:50 AM
PDT

Answer: Although CalMHSA has not established a firm timeline, for the purposes of this RFP, assume that implementation and go-live will commence in Quarters Three and Four of CY2023.

Q7 **Question: Page Limit** 03/23/2023
Would CalMHSA please increase the page limit to 30 pages so that bidders can provide more complete information that will assist with an evaluation? 09:51 AM
PDT

Answer: CalMHSA is unable to increase the page limit at this time. Note that a number of the questions allow for responses in excess of the 20-page limit.

Q8 **Question: Scoring Criteria** 03/23/2023
What are the scoring criteria that the evaluation panel will use? For example, will a certain number of points be assigned to price, technology, experience, etc.? 09:51 AM
PDT

Answer: The evaluation panel will be assigning points using a pre-determined scale to each response to determine which vendor is best able to deliver the scope of work for the counties.

Q9 **Question: Redacted Proposal** 03/23/2023
May bidders also provide a redacted proposal with confidential information removed that can be distributed in the event of a Freedom of Information Act request? 09:52 AM
PDT

Answer: CalMHSA is not subject to a Freedom of Information Act (FOIA) request, however it is subject to the California Public Records Act (PRA). Please fully read the "Notice Regarding Public Records Act Request" section of the Credentialing and Re-Credentialing for California County Behavioral Health Plans RFP, as it states that all proposals and supplemental information is subject to public review, with the exception of those elements in a proposal which contain elements that are clearly marked as confidential or trade secrets. Any such designation should be accompanied by a brief explanation of the reason the information is non-public and protected from disclosure under California law. CalMHSA reserves the right to disregard such designations if they have been applied indiscriminately to non-protected information, and in no event shall CalMHSA, its agents,

representatives, consultants, Directors, or Officers be liable to a responding party for the intentional or inadvertent disclosure of all or a portion of a proposal submitted under this RFP, regardless of whether it was marked as confidential or trade secret. Further, although the California Public Records Act (PRA) allows certain confidential or trade secret information to be protected from disclosure, CalMHSA may not be in a position to establish that the information submitted is protected.

Q10

Question: County Plans

Which of the County Plans directly partner with CalMHSA? Does this RFP cover only those plans or all County Plans (approximately 58)?

03/24/2023
09:13 AM
PDT

Answer: CalMHSA partners with all the County Behavioral Health Plans in California and they all have the option to participate in the services sought under this RFP.

Q11

Question: County Plans

Do those County Plans that directly partner with CalMHSA credentialing and re-credentialing policies require different work efforts from the CVO or will they all be consistent?

03/24/2023
09:13 AM
PDT

Answer: Provider credentialing and re-credentialing regulations apply similarly to all County Behavioral Health Plans and while there may be a need for slight variations in the actual process, the goal is a relatively uniform process for all participating County Behavioral Health Plans.

Q12

Question: Number of Providers

How many providers in total will this RFP cover?

03/24/2023
09:14 AM
PDT

Answer: The number of providers is not available since this will be contingent upon how many and which counties opt into this service. The hypothetical scenario reflects a small/medium-sized California county.

Q13

Question: Number of Providers

How many new providers are expected each year?

03/24/2023
09:14 AM
PDT

Answer: CalMHSA cannot provide the total number of new providers expected every year for each County Behavioral Health Plan, as that number is contingent upon how many, and which counties opt into this service.

Q14 **Question: Recredentialing files** 03/24/2023
How many recredentialing files are expected each year in a three-year period? 09:15 AM
PDT

Answer: CalMHSA cannot provide how many recredentialing files are expected each year in a three-year period, as that number is contingent upon how many, and which counties opt into this service.

Q15 **Question: Re-credentialing Process** 03/24/2023
How far in advance do you begin the re-credentialing process? 09:15 AM
PDT

Answer: CalMHSA expects the re-credentialing of providers to start as soon as needed by the CVO for the 3-year re-credentialing requirement to be met at all times for all County Behavioral Health Plan providers. The CVO will need to consider its own process to determine how far in advance the re-credentialing process needs to begin.

Q16 **Question: Peer References** 03/24/2023
Does CalMHSA require peer references, and if so how many? 09:15 AM
PDT

Answer: DHCS's providers credentialing and re-credentialing requirements do not stipulate the need for peer references for County Behavioral Health Plan providers. The requirements are found on the DHCS website in the following Information Notices: [MHSUDS 18-019](#) and [BHIN 22-070](#). Consequently, CalMHSA does not require peer references as part of the credentialing and re-credentialing of providers.

Q17 **Question: Current Credentialing Process** 03/24/2023
How is the credentialing process being handled now, in-house? Outsourced? 09:15 AM
PDT

Answer: CalMHSA is currently not contracting with any CVO for provider credentialing and re-credentialing services. County Behavioral Health Plans differ on how they are currently credentialing and re-credentialing their network providers and their process includes both in-house and delegated credentialing and re-credentialing services.

Q18 **Question: Medical Loss Run** 03/24/2023
How many years of a medical loss run does CalMHSA require? 09:16 AM
PDT

Answer: If this requirement is triggered, please provide the medical loss run from 2018 – present. As per the Credentialing and Re-Credentialing for California County Behavioral Health Plans RFP, if there are current claims

against the Respondent in excess of \$10,000 within the last five (5) years, Respondent must disclose claims information as part of their response submittal. If Respondent has no claims in the last five (5) years, that information must be clearly indicated in the proposal.

Q19

Question: delineation of privileges or scope of practice documents

Will CalMHSA require the collection of delineation of privileges or scope of practice documents as part of this work?

03/24/2023
09:16 AM
PDT

Answer: CalMHSA does not expect the CVO to collect delineation of privileges or scope of practice documents for providers unless that is a required activity for credentialing verification.

Q20

Question: Section 2, part F

Section 2, part F – states that a primary source must be utilized to verify continuing education requirements. Does CalMHSA consider a certificate a primary source or do you require some other method?

03/24/2023
09:16 AM
PDT

Answer: As per DHCS's [MHSUDS 18-019](#), a "primary source refers to an entity, such as a state licensing agency, with legal responsibility for originating a document and ensuring the accuracy of the document's information". This definition applies to continuing education requirements verification. Hence, the CVO must have other methods of verifying via primary source continuing education requirements for providers, besides a school certificate. At the same time, there may be instances when a school certificate may be the only way to verify continuing education for a provider, such in cases where an educational institution is no longer in existence.

Q21

Question: Committee Review

Will the CVO submit complete applications to CalMHSA for committee review and determination or to each of the partner plans? Who will complete the periodic oversight of the CVO's work, CalMHSA or each partner County Plan?

03/24/2023
09:17 AM
PDT

Answer: For the purposes of this RFP, assume that the CVO will submit the majority of the applications to CalMHSA for committee review and determination. Note, however, that some County Behavioral Health Plans may choose to complete this function internally.

For the purposes of this RFP, assume that CalMHSA will be responsible for completing the periodic oversight and monitoring of the delegated credentialing and re-credentialing activities to the CVO.

- Q22 **Question: Section 2, part 1** 03/24/2023
09:17 AM
PDT
- Section 2, part I – states “The re-credentialing process for providers must include input from the County Plans regarding quality improvement activities, beneficiary grievances, and medical record reviews.” Does CalMHSA anticipate that the CVO will conduct any of these items, or simply gather them for submission and consideration by CalMHSA or County Credentialing Committee?
- Answer: CalMHSA anticipates that the CVO will gather, and store/track these items for submission to/consideration by CalMHSA/County Plans. CalMHSA does not expect the CVO to conduct the activities (quality improvement activities, beneficiary grievance, medical record reviews) itself.**
- Q23 **Question: Credentialing Committees per County** 03/24/2023
09:18 AM
PDT
- Does each County have its own Credentialing Committee?
- Answer: For the purposes of this RFP, assume that the CVO will submit the majority of the applications to CalMHSA for committee review and determination. Note, however, that some County Behavioral Health Plans may choose to complete this function internally.**
- Q24 **Question: Section 2, part K** 03/24/2023
09:18 AM
PDT
- Section 2, part K – please clarify "provide results or issues". Is CalMHSA requesting portal access for all applicant providers, the Counties, or something else?
- Answer: With this question, CalMHSA is seeking to understand which entities have access to the CVO's portal (the provider seeking credentialing/re-credentialing, the County Plan, etc.). Regarding "results or issues", CalMHSA is seeking to understand how determinations or pending application items are communicated to the County Plans.**
- Q25 **Question: Determination Letters to providers** 03/24/2023
09:18 AM
PDT
- Does CalMHSA or the Counties expect the CVO to distribute a determination letter to each provider directly?

Answer: CalMHSA is expecting the CVO to have the ability to distribute determination letters to providers directly if appropriate.

Q26

Question: Remote vs onsite work

Is all work remote, or will CalMHSA require some onsite work?

03/24/2023

09:19 AM

PDT

Answer: CalMHSA expects the work described in the Credentialing and Re-Credentialing for California County Behavioral Health Plans to be conducted remotely.

Q27

Question: Section 3, part C

Section 3, part C - Does CalMHSA expect clinical personnel to be assigned to this project and if so, what specific credentials?

03/24/2023

09:22 AM

PDT

Answer: CalMHSA does not require the CVO to utilize clinical personnel to conduct the credentialing and re-credentialing activities described in the RFP; however, CalMHSA is interested in the professional experience of the CVO's personnel vis a vis clinical licensure.

Q28

Question: Section 3, part I

Section 3, part I references interfaces with electronic health record systems. Please define where/how that may be utilized in the primary source verification process.

03/24/2023

09:23 AM

PDT

Answer: While interfacing with an Electronic Health Record (EHR) system is not considered part of the primary source verification process, CalMHSA is interested in the technical interface abilities (if any) of the applicant organization to make the results of the credentialing process available in an EHR.

Q29

Question: Annual Budget

Is there an annual budget CalMHSA has earmarked for this project?

03/24/2023

09:24 AM

PDT

Answer: Annual budget will be determined based upon the number and size of participating counties. The hypothetical scenario is meant to elicit budget estimates based upon a defined set of variables.

- Q30 **Question: Plan Count** 03/24/2023
How many total plans are included for this RFP? 09:24 AM
PDT
- Answer: CalMHSA does not currently know how many County Behavioral Health Plans will opt in for credentialing and re-credentialing services through the CalMHSA's contract with a CVO.**
- Q31 **Question: Fiscal Year** 03/24/2023
What is the FY for CalMHSA? 09:24 AM
PDT
- Answer: CalMHSA's fiscal year (FY) runs from the first day of July of one calendar year through the last day of June of the next (July 1 to June 30).**
- Q32 **Question: Vendor Presentations** 03/24/2023
Do you anticipate vendor presentations before the award is made? 09:24 AM
PDT
- Answer: As per the Credentialing and Re-Credentialing for California County Behavioral Health Plans RFP, CalMHSA reserves the right to meet with vendors to gather additional information. Additional information may include, but is not limited to, a demonstration of skills described in the proposal. Please review section 8 of the RFP for additional information.**
- Q33 **Question: Decision/Award Timeline** 03/24/2023
When do you anticipate making a decision? 09:25 AM
PDT
- Answer: CalMHSA will review all applications submitted starting on 4/24/2023 and expects to make a decision by EOB on 4/28/2023. CalMHSA encourages potential applicants to review section 8 of the RFP for additional information about the review of applications.**
- Q34 **Question: Incumbent CVO** 03/24/2023
How has credentialing been handled in the past? Is there an incumbent CVO? 09:25 AM
PDT
- Answer: CalMHSA is currently not contracting with any CVO for provider credentialing and re-credentialing services. Currently, County Behavioral Health Plans conduct providers' credentialing and re-credentialing in-house or delegate these activities.**

- Q35 **Question: Work Timeline** 03/24/2023
When do you anticipate the project to begin and when do you anticipate the CVO work to begin? 09:25 AM
PDT
- Answer: Although CalMHSA has not established a firm timeline, for the purposes of this RFP, assume that implementation and go-live will commence in Quarters Three and Four of CY2023.**
- Q36 **Question: Contract Length** 03/24/2023
What is the anticipated contract length for the CVO work? Will there be the opportunity to renew? 09:25 AM
PDT
- Answer: Initial contract length is anticipated to be between one and three years with an option to renew.**
- Q37 **Question: Deadline Timezone** 03/24/2023
Are the deadlines for all dates 5pm PST? 09:26 AM
PDT
- Answer: All deadlines are 5:00 PM Pacific Daylight Time (PDT).**
- Q38 **Question: Provider Counts** 03/24/2023
Understanding the budget proposal will be focused on the provided hypothetical scenario, is CalMHSA also capable of providing some general guidance on the total number of providers and total number of discreet entities involved to support the intended operations? (ideally we would like to know the number of county Plans involved and the estimated number of credentialed providers to support each plan). 11:59 AM
PDT
- Answer: CalMHSA does not currently know how many County Behavioral Health Plans will opt to participate in credentialing and re-credentialing services through the CalMHSA's contract with a CVO. Consequently, CalMHSA does not know the total number of providers that are expected to be credentialed and re-credentialed by selected CVO.**
- Q39 **Question: County Adoption** 03/24/2023
Would you be able to explain the expected adoption process for county plans. Will this be a requirement or is this an opt-in process for the individual counties? 12:00 PM
PDT

Answer: County Behavioral Health Plans will have the option to opt-in for credentialing and re-credentialing services through CalMHSA's contract with a CVO. County Plan participation is voluntary.

Q40

Question: CVO Provider

03/24/2023

12:52 PM

PDT

I am writing to request clarification on the RFP that was issued on March 13, 2023. In particular, the RFP requirements state that CalMHSA is looking for a CVO organization. While Axuall is NCQA certified as a CVO we do not operate as one but instead automate the data acquisition process to obtain the necessary data elements required for an organization to manage the credentialing process. Axuall offers a real-time, continuously updated, national provider information network that connects healthcare organizations directly to over 6,800 primary source verifiers (PSVs), data partners, and practitioners via the Clinician Wallet. Our network is designed to be fault-tolerant, highly auditable, tamperproof, and standards-compliant, making it the perfect connective nerve system for clinician data. With Axuall's Admin Center, healthcare organizations can invite clinicians, query primary sources, route forms, monitor data acquisition, and monitor changes over time. Subscribing organizations also have access to the primary source verified credentials through the Admin Center. Clinicians can review their shared credentials within their Clinician Wallet for accuracy and monitor credentials for upcoming expirations. Additionally, we have more to offer, which we will explain in more detail in our proposal submission. We do plan on submitting a response to your request but wanted to clarify first if not being a CVO would immediately eliminate us from consideration. Thank you for your time, and we look forward to your response. If you need any additional information from me, please do not hesitate to ask.

Answer: As per the Credentialing and Re-Credentialing for California County Behavioral Health Plans RFP, CalMHSA is seeking to procure for credentialing and re-credentialing services with a CVO that is NCQA certified and/or URAC accredited.

Q41

Question: Provider total

03/24/2023

02:32 PM

PDT

How many total providers are expected to be included in the credentialing or recredentialing process?

Answer: CalMHSA does not currently know how many County Behavioral Health Plans will opt in for credentialing and re-credentialing services through the CalMHSA's contract with a CVO. Consequently, CalMHSA does not know the total number of providers that are expected to be credentialed and re-credentialed by selected CVO.

Q42 **Question: Network Size** 03/24/2023
What is the total number of providers/network size of CCBHP? What is the estimated or average growth percentage of the network year after year? 02:41 PM
PDT

Answer: In California, there is a total of 58 County Behavioral Health Plans, which encompass Mental Health Plans (~56), Drug Medi-Cal Organized Delivery System Plans (~30), and Drug Medi-Cal State Plans (~13). At this time, CalMHSA does not have the total number of network providers for all the different California County Behavioral Health Plans, neither can it provide an estimate on average growth year after year. Please note that County Plans will have the option to credential and re-credential their network providers through CalMHSA's contract with a CVO, but participation is not mandatory.

Q43 **Question: SOW - Section I** 03/24/2023
Can you please further explain and expand on Section I - specifically what you mean by beneficiary grievances and medical records reviews and how these activities relate to CVO/Provider Credentialing/PSV services? Or what your policies are with these items? 02:47 PM
PDT

Answer: CalMHSA anticipates that the CVO will gather, and store/track these items for submissions to/consideration by CalMHSA/County Plan. CalMHSA does not expect the CVO to conduct the activities (quality improvement activities, beneficiary grievance, medical record reviews) itself.

Q44 **Question: CCCBHP Timelines** 03/24/2023
What is your anticipated timeline to make a decision once applications are reviewed? What is the anticipated go-live date for CVO services? 02:53 PM
PDT

Answer: CalMHSA will review all applications submitted starting on 4/24/2023 and expects to make a decision by EOB on 4/28/2023. CalMHSA encourages potential applicants to review section 8 of the RFP for additional information about the review of applications.

Although CalMHSA has not established a firm timeline, for the purposes of this RFP, assume that implementation and go-live will commence in Quarters Three and Four of CY2023.